INSTRUCTIONS FOR CONNECTING TO THE INTERNET

Instructions for connecting to the Internet are intended for Internet users in the following facilities of Student center Rijeka: Student dormitory Ivan Goran Kovačić, Student dormitory Trsat, Restaurants and caffe bars of Students center Rijeka and Cafe bar Akvarij.

University computer center (SRCE) made instructions for connecting to the Internet in Croatian and English. You can find said instructions on the website https://installer.eduroam.hr and the website of Student center Rijeka.

In all Student center Rijeka and University of Rijeka facilities, connection to the Internet is possible by using the CARNET network. To use CARNET network, you need to have your own valid AAI@Edu.hr user account. The network which you can use is called **eduroam.**

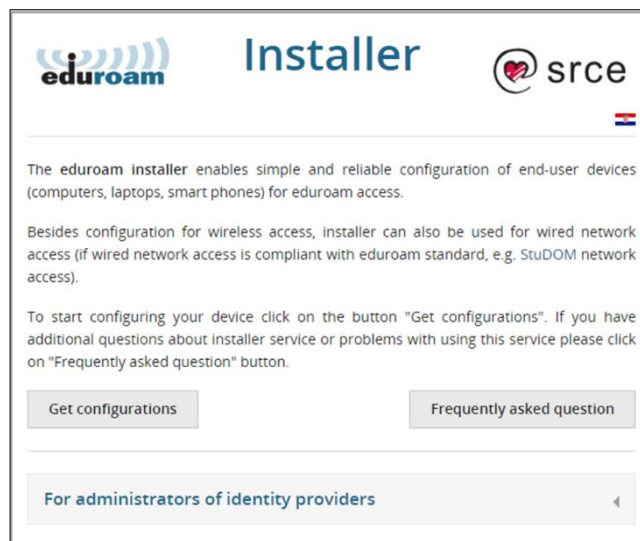
To connect to the Internet, users (students, employees and others) should have a valid AAI@Edu.hr user account issued by their main institution (for example faculty). It is also possible to use an AAI@Edu.hr user account issued by an institution in a foreign country through the eduroam system.

These instructions were made by the IT staff of Student center Rijeka in order to help users to connect to eduroam.
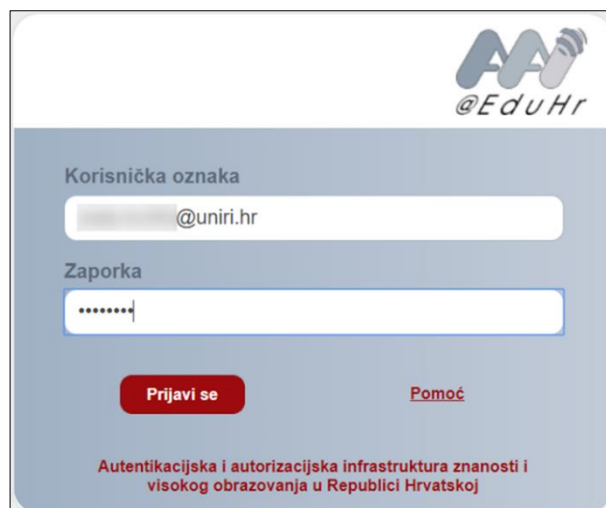
1. HOW TO CONNECT TO EDUROAM NETWORK WITH COMPUTER

Step 1: Every user must have their own AAI@EduHr user account issued by their main institution (for example faculty).

To connect to the Internet, you must visit the official eduroam installer on the link: https://installer.eduroam.hr/ and click on *Get configurations*.

The eduroam installer enables simple and reliable configuration of end-user devices (computers, laptops, smart phones) for eduroam access.

Besides configuration for wireless access, installer can also be used for wired network access (if wired network access is compliant with eduroam standard, e.g. StuDOM network access).

To start configuring your device click on the button "Get configurations". If you have additional questions about installer service or problems with using this service please click on "Frequently asked question" button.

Get configurations   Frequently asked question

For administrators of identity providers

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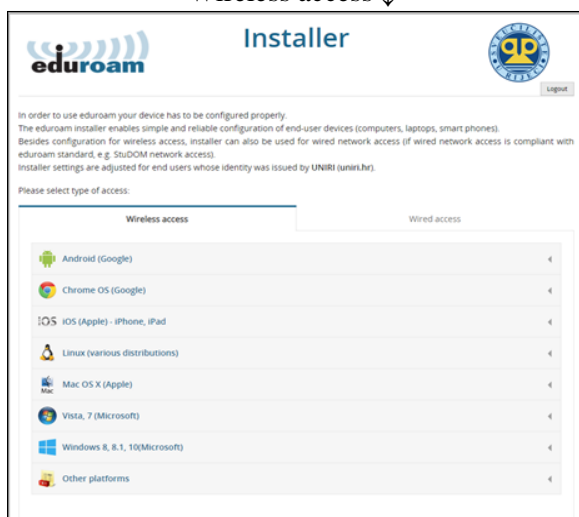**MB:** 3328767 • **OIB:** 87500773013 • **IBAN:** HR21 2360000 1101249722

Step 2: The next step is authenticating via user name (korisnička oznaka) and password (zaporka). After logging in, you need to click *Prijavi se*.
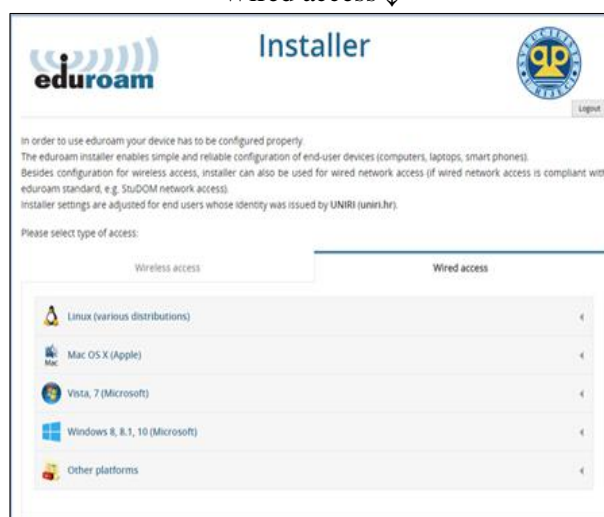

Step 3: After authentication, the user needs to choose the type of connection / access (wired or wireless access) and operating system which user uses on his computer.
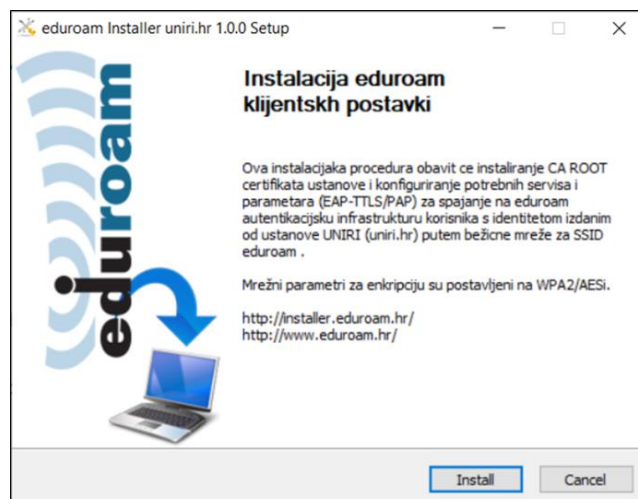
Wireless access ↓   Wired access ↓

Step 4: After the type of connection and operating system was selected, the next step is to start installation of eduroam installer application and to click on *Install*.

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Step 5.: The user will get feedback on whether the installation of the eduroam installer was successful.
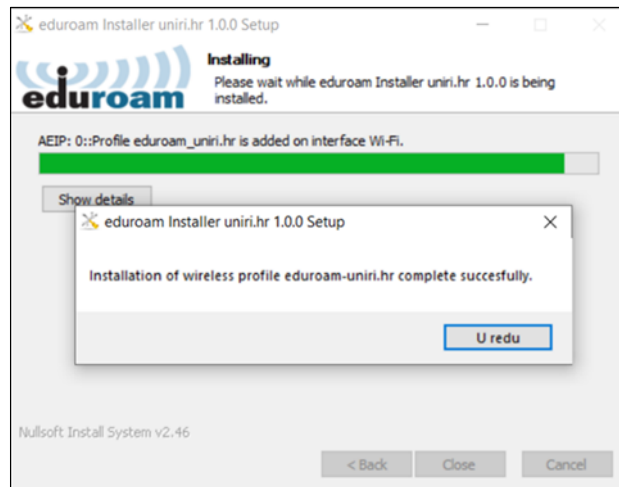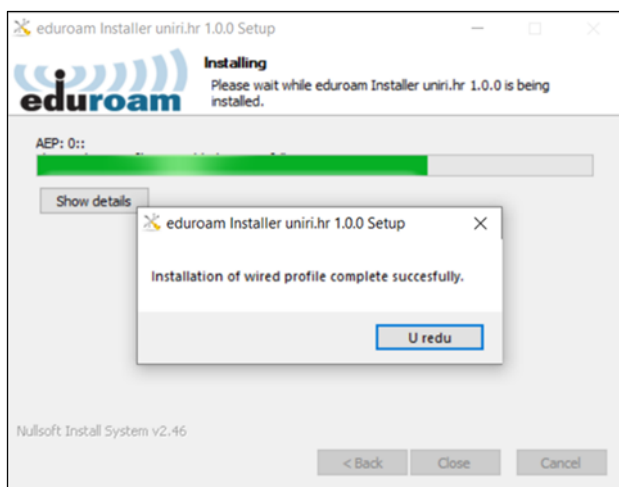
Step 6: After installation (of wired or wireless profile) is successfully completed, the user should click on *Close*. After the installation is complete, the user should be able to use the Internet.
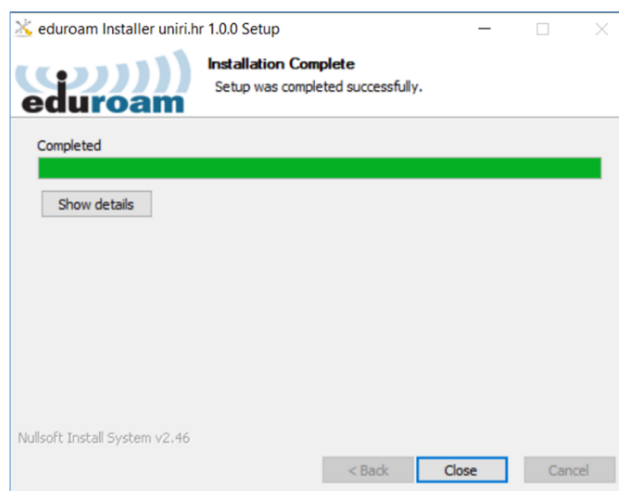
2. HOW TO CONNECT TO EDUROAM NETWORK WITH SMARTPHONE

2.1. Connecting to eduroam network via Android smartphone

Step 1: In wireless (Wi-Fi) settings, you should turn on wireless network and start searching for available wireless networks. After searching is done, you should select the eduroam wireless network.

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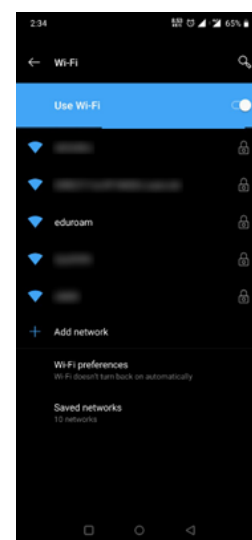
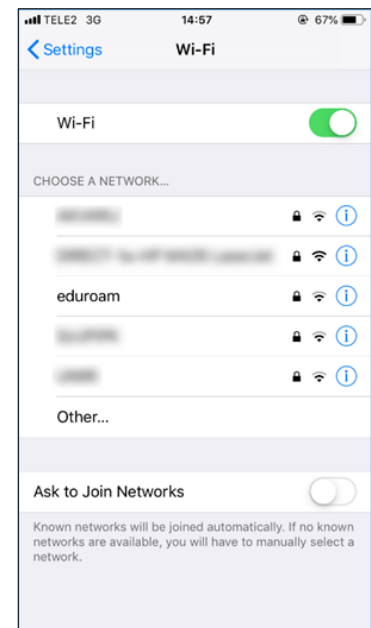**Step 2:** After selecting the eduroam network, you should enter the following connection settings:

- EAP method: TTLS;
- Phase-2 authentication: PAP;
- CA certificate: do not enter anything or select Do not validate
- Identity: AAI@Edu user account (for example: name.surname@domain.com)
- Anonymous identity: do not enter anything
- Password: enter your password

After everything is done, please select *Connect*. Your smartphone should now be connected to the eduroam wireless network.
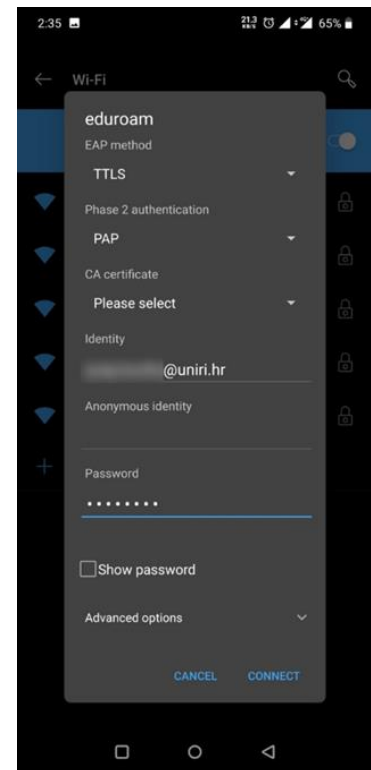
2.2. Connecting to eduroam network via iOS smartphone

Step 1: In wireless (Wi-Fi), settings should turn on wireless network and start searching for available wireless networks. After searching is done, you should select eduroam wireless network.

Step 2: After selecting the eduroam network, it is necessary to enter your user name (AAI@Edu user account, for example: name.surname@domain.com) and password in connection settings and then select *Connect*. Your smartphone should then be connected to the eduroam wireless network.
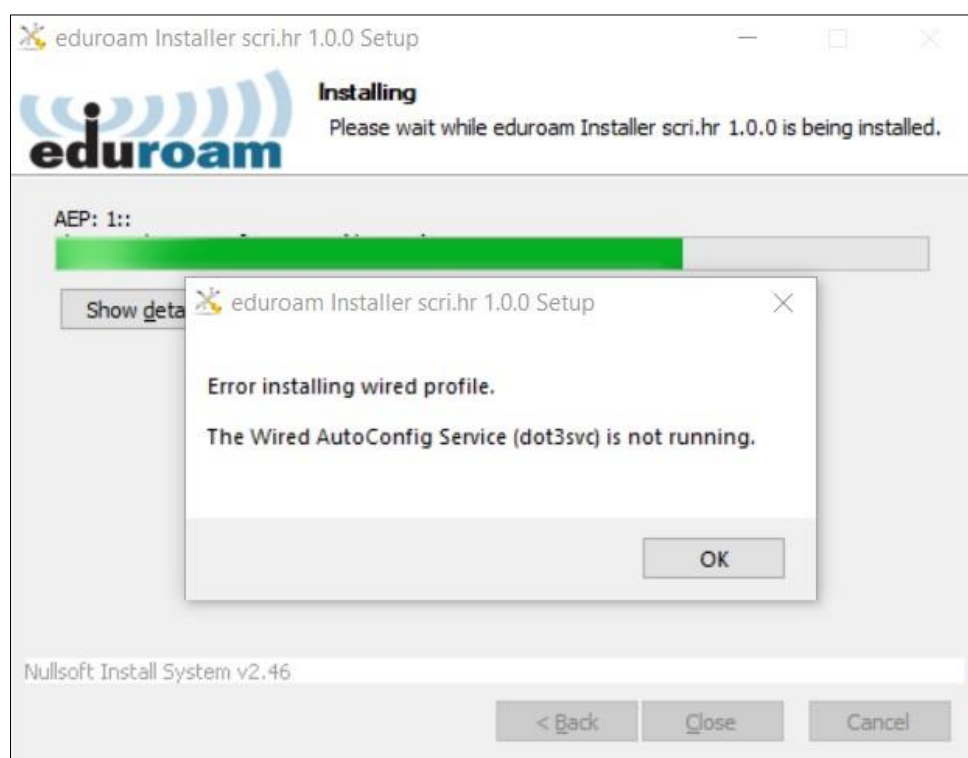
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Step 3: You should accept the appropriate certificate by selecting the *Trust option.*
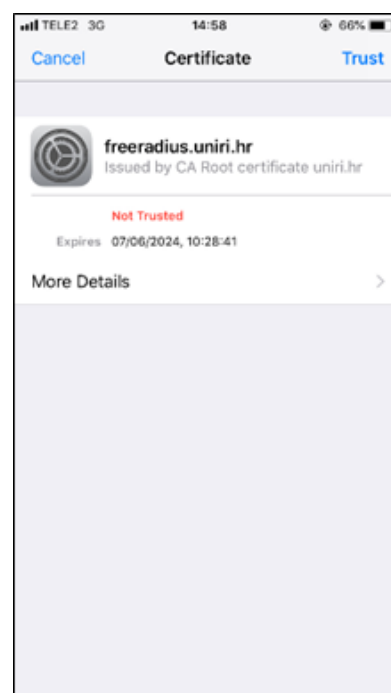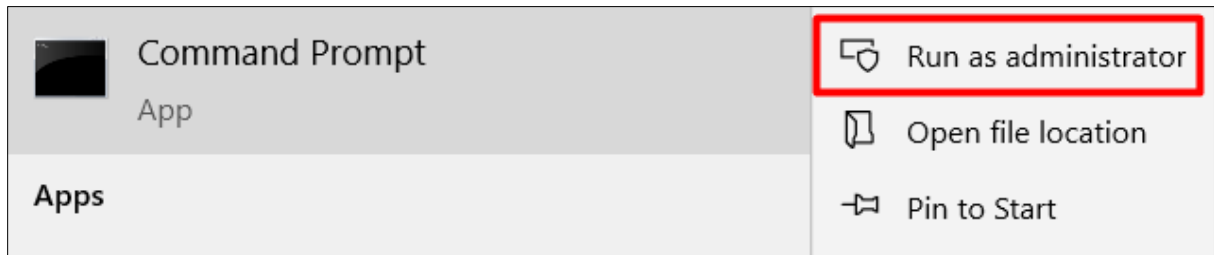

3. TROUBLESHOOTING INSTRUCTIONS

3.1. Error during installing wired profile

In case that you have issue with installing Eduroam Installer like this one which can be seen on the next picture:
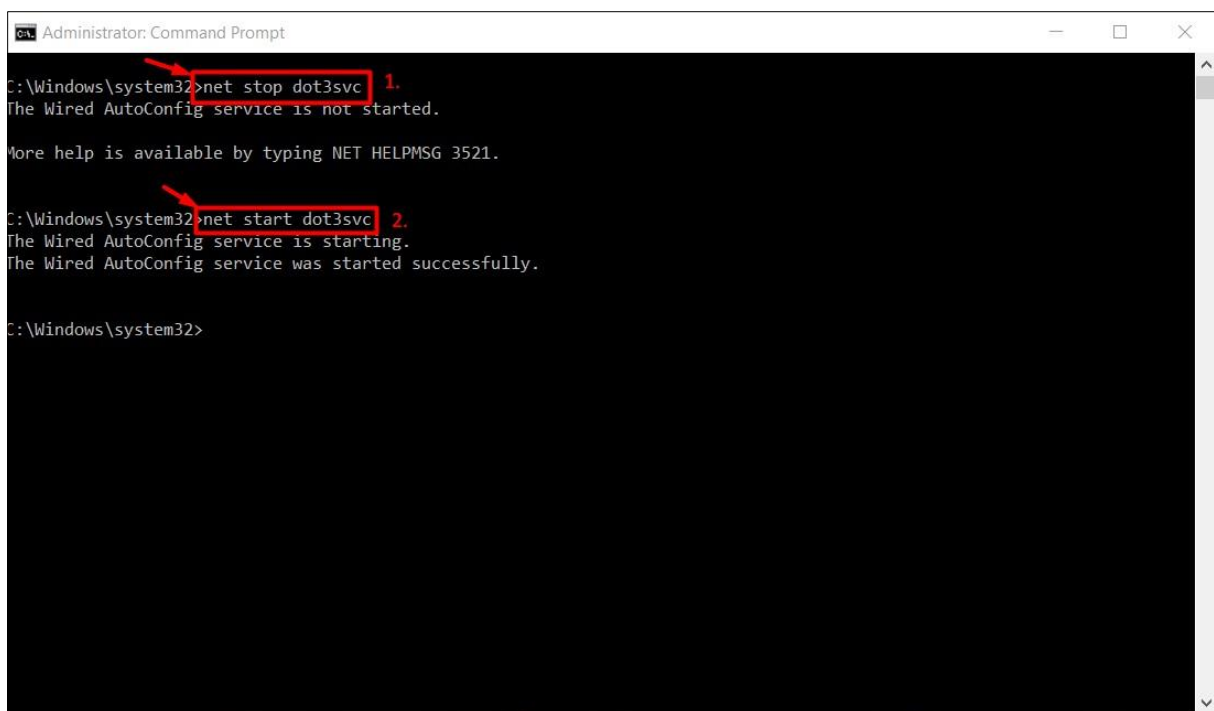

you can resolve the problem by following the next three steps:

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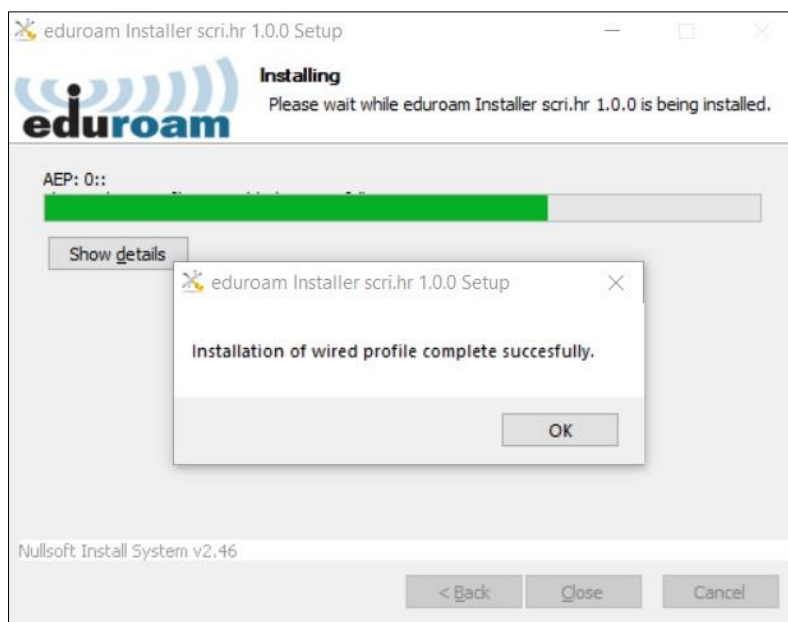**MB:** 3328767 • **OIB:** 87500773013 • **IBAN:** HR21 2360000 1101249722

Step 1.: In the „Start" menu find the application „*Command prompt*" and with right click on the mouse select „*Run as administrator*".

Step 2: Type "*net stop dot3svc*" and "*net start dot3svc*". These steps can be seen on the next picture:

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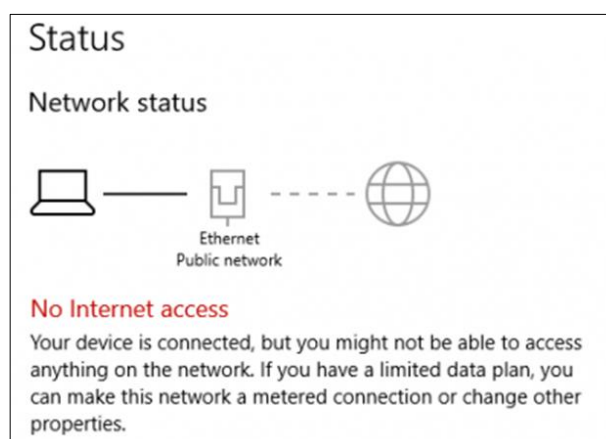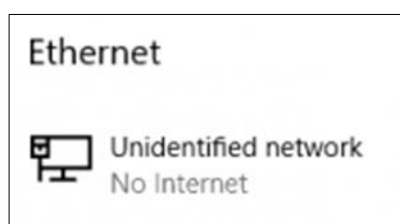**MB:** 3328767 • **OIB:** 87500773013 • **IBAN:** HR21 2360000 1101249722

Step 3: Restart the installation of the Eduroam application.

3.2 Error *Unidentified network*

In case that during connecting to the Eduroam wired network *Unidentified network* error occurred, please follow the next steps. On the next picture you can see how the error message looks like.
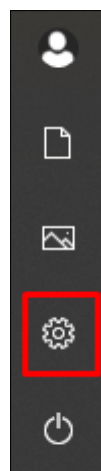

3.2.1. How to access informations about Ethernet issues

You can access informations about Ethernet issues by following three steps:

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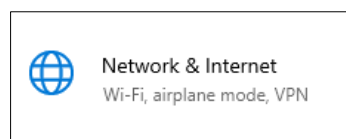**MB:** 3328767 • **OIB:** 87500773013 • **IBAN:** HR21 2360000 1101249722

Step 1: Select *Start* button → →

Step 2: Select *Settings* button (cog icon) → →

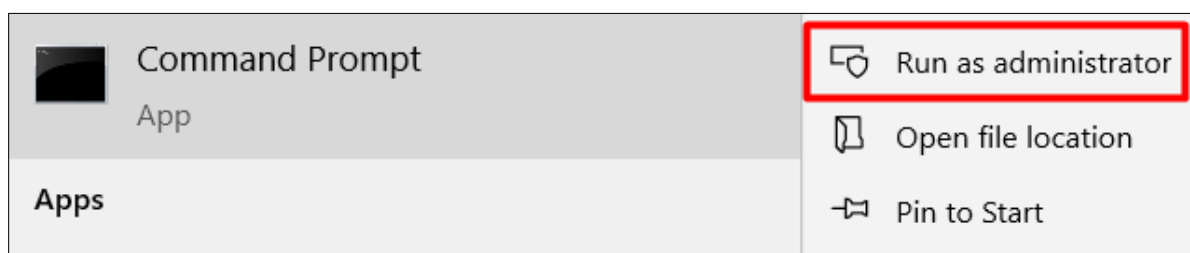**Step 3:** Select *Network & Internet* button → →

To check your Ethernet status, please select the *Ethernet* option in the *Network & Internet* menu.
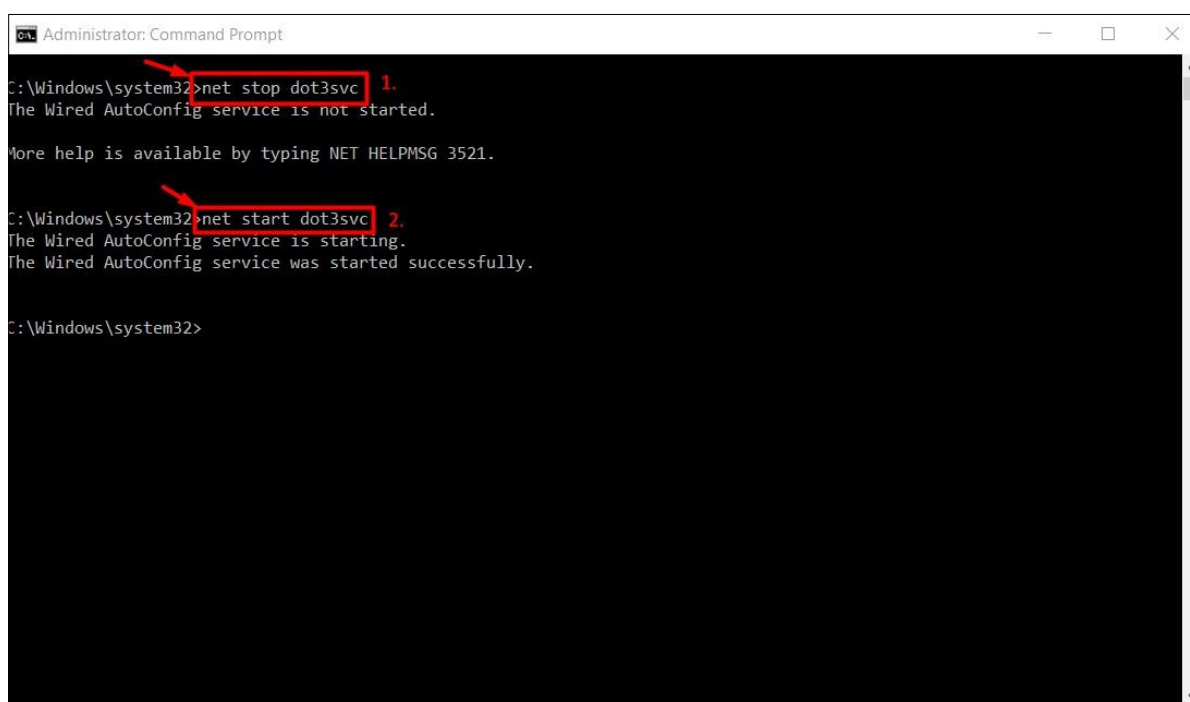
3.2.2. How to resolve the problem?

Step 1: Start the command prompt as administrator. In the *Start* menu find the application *Command prompt* and with right click on the mouse select *Run as administrator*.

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Step 2: Type "*net stop dot3svc*" and "*net start dot3svc*". These steps can be seen on the next picture:

Step 3: Recheck the Ethernet status information in the *Network & Internet* menu. If everything is ok you can see a valid connection status:

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